



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending September 30, 2016

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.40	3.42	3.75	3.52
B. Operator Answer Time - Information [730.510(a)(1)]	5.48	5.59	5.85	5.64
C. Repair Office Answer Time [730.510(b)(1)]	40.00	24.00	26.00	30.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	33.00	27.00	29.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.63	2.83	1.42	1.96
H. Percent Repeat Trouble Reports [730.545(c)]	7.41%	20.45% *	10.00%	12.62%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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